

DARCY DESORMIERS

Topeka, KS

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QUALIFICATION HIGHLIGHTS

- Review and analyze complex medical information (i.e. office notes, operative reports, inpatient, and outpatient visits, Personal Health Information (PHI) etc.) to determine Eligible Hospital (EH) and Eligible Provider (EP) reimbursement entitlement.
- Have attended comprehensive training program to learn medical terminology, State of Kansas regulations, how to critically analyze evidence, and apply Center for Medicare & Medicaid Services (CMS) and State of Kansas (KS) and Kansas Department of Health and Environment (KDHE) guidelines to render decisions on claims.
- Assures proper application CMS, KS, and KDHE laws and regulations and other applicable instructions, and is fully accountable for proper analysis, appropriate development, and final rating determinations.
- Analyzes EH and EP claims to determine if criteria were met for Incentive Payments.
- Works independently as the decision maker on EH and EP claims.
- Demonstrates excellent oral and written communication with internal and external stakeholders.
- Demonstrates the ability to handle work-related stress and multiple priorities simultaneously.
- Demonstrates excellent judgement, troubleshooting, problem-solving, analysis and discretion.
- Advises senior leaders, stakeholders and technical support personnel of cost, schedules, and performance expectations based on interpretation of federal, state, and local contract requirements.
- Derive recommendations for project management outcomes, contracts, and procedures for compliance with federal directives.
- Management of programs worth more than 20 million dollars for contract awards for federal benefits programs such as Medicare and Medicaid
- Benefit review of programs from end user through agency levels on local, state, and federal levels
- Assist program representatives with compliance on program requirements at local, state, and federal levels of programs assigned to for project management.
- Evaluate evidence and review contracts for compliance with federal laws, regulations, and policies.
- Explain benefit programs to contractors to help them gain understanding of determination of project milestones, including training new contractors.
- Mediate group meetings with regards to projects and milestones, order of operations for contract completion, and ongoing performance metrics post contract award.

- Independently decide milestones and expectations for contractors during project implementation.
- Maintain professional vendor and client relationships.

PROFESSIONAL EXPERIENCE

Job Title: Project Manager

Employer: State of Kansas

Department of Health and Environment, Division of Healthcare Finance

Location: Topeka, KS

Dates of Employment: 09/2014 – Present

- Manager for Medicaid and Medicare implementation on state level.
- Manager for Electronic Health Records (EHR), Health Information Technology (HIT), and Health Information Exchange (HIE) project. I worked directly with the Finance Department with budget forecasting, three quarters at a time, when requesting funds from the Center for Medicare & Medicaid Services. On average each quarter was \$500,000.00. EH payments were up to \$250,000.00 annually for three calendar years. EP payments \$21,250.00 for the first payment and \$8,500.00 per calendar annually for the remaining five calendar years. I directly supervised two separate teams that handled Eligible Hospital (EH) and Eligible Provider (EP) claims and Auditing. I reviewed EH and EP claims for Incentive Reimbursements, and authorized payments to said entities. I also reviewed audits made by the auditing contractor that verified EH and EP applications if they were randomly selected for an audit. I had overall authority to ask EH and EP to submit more proof to back their claim for incentive reimbursement, or I would authorize that the audit was valid and said EH or EP would have recouped their claim reimbursement payments. I also informed all key stakeholders, up to six, in a monthly Projects Review meeting of the status of the project.
- Managed design, set up and implementation networks for inter-office and external data networks on multiple internal network projects for the state of Kansas.
- Manager for the Medicare, and Medicaid Information System re-procurement (MMIS) and the Kansas Eligibility Enforcement System (KEES). I reviewed the Request for Proposal (RFP) bid responses, up to 30 million, from possible vendors, set up bidder demonstrations, and then made recommendations for final bidder contract award.
- Interacted with local, state, and federal levels to ensure effective cross departmental communication for project completion. This was accomplished by setting up TEAMS and onsite meetings with all involved parties.
- Prepared documents for review and approval, such as Request for Proposal (RFP), Statement of Work (SOW), aiding in contract development and review, review of bids from vendors, budget reviews, organizing meetings with stakeholders, and organizing and participating in teleconferences with vendors daily.
- Reorganization of office upgrades (i.e. phones, desks, cubicles, monitors, PC's or laptops) for six different sites around Topeka.

- Assisted with contractors to the State of Kansas, including Chief Executive and Financial Officers, senior managers, and administrative staff within respective contracting organizations. This included contracting electricians, building and interior office design companies, and procurement of office supplies.

Job Title: Contact Representative GS-7

Employer: Department of Veterans Affairs

Health Resource Center (HRC) consolidated call center for Veterans Administration.

Location: Topeka, KS

Dates of Employment: 05/2012 –09/ 2014

- Communicated and explained VA benefits, compensations, and expectations to VA patients utilizing call center for benefits questions.
- Conducted follow-through calls after the initial contact with customers to build patient cases for referral or medical inpatient and outpatient billing problems and pharmacy related issues.
- Trained on Veteran Affairs office functions such as support, updating and maintaining secure data, e-files, confidential records and expedition of work for different prioritization schedules.
- Utilized decision making skills to determine prioritization of veteran cases.
- Exhibited strong critical thinking skills, reasoning, and organizational skills necessary to input, update, and monitor digital databases maintained by the Dept of Veterans Affairs.
- Problem solving for Veteran callers that needed resolution to an issue that was indirect to my position, including referrals, examinations and forwarding the veterans to the correct department if outside of my scope of duties.

Job Title: Aviation Maintenance/Crew Chief

Employer: United States Army

Location: Worldwide

Dates of Employment: 05/2003 – 01/2010

Supervised, trained, and led up to 30-member teams, at any given time, accountable for operational safety and readiness of aviation fleet of UH-60 Black Hawk Helicopters and support equipment. I oversaw alterations, repairs, and inspections for equipment assets. I continuously monitored personnel, hangar, and line performance to uphold reliable equipment maintenance, personnel safety, and operational standards utilizing experienced judgment to minimize incidents and accidents while maximizing productivity and efficiency.

- Performed duties consistent with aviation maintenance on UH 60 airframes, with secondary duties of security, general soldier skills and compliance with policy expected of every soldier and proved that by winning Company Non-Commissioned Soldier of the Month and Battalion Non-Commissioned Soldier of the Quarter.
- Organized and led unit, direct, and general support upkeep of all mechanical equipment, serving in the role as principal maintenance/operations chief.

- Demonstrated authoritative knowledge required to plan and manage projects involving interrelated disciplines of gathering, recording, and analyzing data to formulate sound, data-driven solutions.
- Exercised discretion, discernment, and strict attention-to-detail while interpreting and presenting research and analysis, procedures, standards, and regulations for meeting quality standards for service and customer satisfaction.
- Managed operations, assuring safety, compliance, and reliability.
- Oversaw internal cross-functional teams to improve outcomes for readiness and resolve internal problems that caused reduction in productivity and progress.
- Trained, coached, mentored and managed staff/soldiers, monitoring performances, and conducting routine evaluations.
- Performed modifications to airframe, documentation of modification in aircraft historical records, and verification of work standards with quality system compliance, tracking and analysis of aircraft flight records and maintenance repair logs, Phase Team Leader (Project Manager) for reset and phase maintenance.
- Ordered and tracked parts for maintenance, Phase 1 and 2 kits, and aircraft Re-set operations. To also include maintaining historical records for each UH 60 airframe.
- Phase/Re-Set team leader (Project Manager), as a Corporal (E-4), for forty-five UH-60 Black Hawk Helicopter projects directly related to aircraft maintenance, flight, and combat reliability.
- Conducted analysis of historical records for aviation maintenance.
- Devised reporting requirements and formats for collecting data when no set procedures existed within the organization.
- Saved my unit over \$300,000 in parts during deployment when conducting inventory for parts-on-hand and comparing it to parts-on-record for actual usage.
- Provided evidence to chain of command for discrepancies found during this inventory and recommended additional parts to order based on prior deployment experience, saving lead time on ordering inventory, after saving budget from ordering redundant, low use/high-cost items.
- Positions held included: Phase Team Leader (Project Management), Re-Set Team Leader (Project Management), Squad Leader, Section Sergeant, and acting Platoon Sergeant.

EDUCATION, CERTIFICATIONS, & TRAINING

University of Phoenix - Phoenix, AZ

M.B.A. - Concentrations in Health Care Management and Project Management

Additional Master level courses beyond degree:

- Professional Communications
- Health Care Infrastructure
- Health Care Organizations
- Health Care Finance
- Quality and Database Management
- The Impact of E-Health

Washburn University - Topeka, KS

B.A., Physical Education - Concentration in Sports Medicine/Athletic Training

TRAINING & CERTIFICATIONS

Certified Scrum Master (CSM) – **2022**

- Agile Project Management course through The Mathis Group
- Creating a Successful Business Case course through the Mathis Group
- Microsoft Project